

Information for Care Homes regarding the Super Rota 11th December 2020

What is the role of the Super Rota?

The Super Rota (SR) is a team of GPs who work alongside the Digital Care Hub (DCH) to support people living in Care Homes (CHs) across Bradford district and Craven.

If a CH has a COVID outbreak it can create lots of issues for staff and residents. The SR GPs are here to offer help and support to CH staff and residents at this challenging time.

- ✿ Once an outbreak is identified in a CH an administrator from the DCH will contact the CH to ask for personal details about all the residents who have a COVID diagnosis. They then register the resident's details at the DCH.
- ✿ The administrator asks the SR GP to contact the CH to have a conversation about the residents with COVID.
- ✿ The administrator also informs the residents own GP that the resident has COVID and is being supported by the SR. The SR will ask the residents own GP to start having ReSPECT conversations to ensure that the resident and their families' wishes are documented.
- ✿ The SR GPs assess all the observations daily for the residents who have a COVID diagnosis. They then contact the CHs where concerns are identified for example a change in a person's condition/observations or if any direct concerns are raised by the CH.
- ✿ During these calls to the CHs they will assess the resident's condition and offer support and advice to help CHs to provide the necessary care and support to these residents.

What can the Care Home do to support the SR?

- ✿ Record observations (temperature, pulse, blood pressure, oxygen levels) on all residents with a COVID diagnosis by 10am if possible. CHs that are not used to taking observations will be asked as a minimum to check the resident's temperature and oxygen levels. Email the results of the observations from the CH nhs.net email account to the DCH digital.carehub@nhs.net.
- ✿ If you need support with observation please refer to the Provider Zone for Restore 2 information regarding undertaking observations.
- ✿ Ensure that all staff know how to access the nhs.net email account and are aware of the role of the SR.
- ✿ When the SR GP calls please be prepared to share an update regarding the condition of all COVID positive residents.
- ✿ If a resident is unwell or is giving the CH staff cause for concern please don't wait for the SR GP to contact you use the Immedicare laptop to contact the DCH to report concerns 24/7
- ✿ Talk to patients and their families about their future wishes and ensure that you contact the residents own GP to make sure that their ReSPECT document is up to date.
- ✿ Document food and fluid intake for these residents.

Who works on the SR?

The SR is staffed by GPs from practices across Bradford district and Craven. We also have some new administrative staff that have joined the team Anna Diani, Sheron Jarrett and Cathryn Cartwright.

A small part time team of Dietitians will soon be joining the SR team on a pilot basis. They will contact CHs with a COVID outbreak and are able to offer advice and support regarding dietary advice and will also be able to carry out individual assessment on residents who are at a high risk of becoming malnourished.

We are hoping to have some nurses join the SR team so it may be a nurse who contacts the CH as they will be working alongside the GPs and dieticians.

What are the SR operating hours?

- ✿ The SR operates from 8am to 8pm 7 days a week.